

# Leadership Link

August 2003

Website: [www.ci.lincoln.ne.us/city/person/NMA\\_L/index.htm](http://www.ci.lincoln.ne.us/city/person/NMA_L/index.htm)

## Nebraskaland Council Hosts Mini-Chapter Leadership Conference For New Officers

By Terri Storer, Professional Development Chair

The Nebraskaland Council hosted the annual Mini-Chapter Leadership Conference at Tabitha Health Care Systems on August 20, 2003. The conference is an excellent opportunity for learning about officer duties, networking and improving communication skills in a leadership environment.

The Mini-CLC is a smaller scale version of the Regional Chapter Leadership Conferences provided by the National Management Association and provides training opportunities for officers, committee chairs, and council delegates. Bonnie Coffey, Director of the Lincoln-Lancaster Women's Commission, was the luncheon keynote speaker discussing "Family Friendly Management".

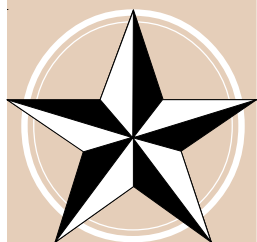
In addition, eight workshops were facilitated by members of the Council in the areas of Presidents/Vice Presidents, Secretary/Treasurer, Programs, Membership, Public Relations, Professional Development, Awards, and Community Service. Leadership Link members in attendance were Cindy Lukan, Colleen Floth, Diane Mullins, Donna Barrett, Karen Eurich, EJ Schumaker, Mary Lowe, Betty Surls, Pat Kant, Bill Kostner, and Terri Storer. The Nebraskaland Council is comprised of the Nebraska State Government Chapter, Beatrice Community Chapter, Omaha Community Chapter, Lincoln Management Society, Leadership Link, and Lennox from Marshalltown, IA.



### Congratulations New Officers

Recently installed as president to the Nebraskaland Council was Leadership Link's past president, Colleen Floth.

The new board of officers are off to a running start as they oversee many NMA chapters. New officers include Janet Borcharding, vice president; Annette Harmon, secretary; Jan Lehmkühl, treasurer and Terri Storer, past president.



Leadership Link  
Chapter #517  
P.O. Box 85224  
Lincoln NE  
68501-5224  
[www.nma1.org](http://www.nma1.org)

### September CINDY J. RYMAN-YOST

Executive Director of the  
Lincoln Children's Museum

**Tuesday, Sept. 9, 2003**

11:30 a.m. to 12:45 p.m.

Valentino's Restaurant

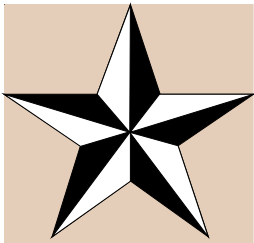
33rd & Holdrege Ave

(South of UNL East Campus)

Luncheon Buffet - \$9 per person

#### RSVP DEADLINE - Sept. 3, 2003

**No Show Policy:** Any guest who reserves a ticket/seat to attend a luncheon or breakfast meeting, and fails to attend will be considered a "No Show" and invoiced for the price of the meal. Any member who attends and fails to RSVP may be subject to purchasing their meal independently, depending on the headcount guaranteed to the facility. This No Show Policy will ensure that Leadership Link isn't overcharged for the number of meals served and consumed by its members.



**MARK YOUR  
CALENDARS:**

**For the Leadership  
Link breakfast meeting  
held October 9, Police  
Chief Tom Casady  
will chat about hate  
crimes.**

**LEADERSHIP LINK  
EXECUTIVE BOARD**

Meetings held the third  
Thursday of the month

**President**

Cindy Lugan, 441-7474

**President Elect**

E.J. Schumaker, 441-8036

**Past President**

Colleen Floth, 441-8690

**Secretary**

Mary Lowe, 441-7540

**Treasurer**

Karen Eurich, 441-7886

**Awards Committee**

Pat Kant, 441-7880

**Community Services**

Donna Barrett, 441-6157

**Member Relations**

Lori Cook, 441-8040

**Program Committee**

Colleen Andrews, 441-3846

**Professional Development**

Terri Storer, 441-7269

**Public Relations**

Diane Mullins, 441-7717

**Web Site Committee**

Doug Thorpe, 441-7531

**Nebraskaland Council**

Terri Storer, 441-7269

**National Director**

Jan Lehmkuhl, 479-5714

**Associate Director**

Bob Lundberg, 471-5027

**Leadership Link News**

## Developing Leadership

What do men and women in aerospace, government, insurance, manufacturing, and high-tech industries have in common? The need to improve their communication skills, broaden their network, learn to facilitate teams, and serve their local communities. NMA does all of that... and more. In an NMA chapter, everyone works together to develop each other's strength and realize organizational vision.

Companies and communities that have NMA chapters are able to strengthen their cultures, integrate their work teams, cost-effectively train more people with considerably fewer dollars and improve the bottom line. Those who belong realize they've joined a "learning organization" and continue to make themselves more valued employees and personally competitive in today's tight job market.

## Officer Spotlight

### Cindy Lugan, president

**If you could take a famous person to dinner, who would it be?** The first person that popped into my head was Mahatma Ghandi. I'm a few generations off for that to work tho! I think I could learn many things about human nature from him.

**How do you spend your free time?** I enjoy spending time with my family. I have a large extended family with eight brothers and sisters, 20 nieces and nephews, and eight great-nieces and nephews. I have a brother who is in the military, serving in Bosnia, and we talk on-line on Sundays. My hobbies include crocheting, needle stitching on plastic canvas and reading. And of course, I spend my free time watching TV with my cat, Sleepy.

**What is your favorite restaurant?** This is really difficult. I like going out to eat, but don't get to do it often because I work second shift. I get to eat take out food a lot. I happen to enjoy PaPa John's pizza and chicken strips or DaVinci's pasta.

**Why did you join Leadership Link?** That was a long time ago! I was looking at ways to get supervisory skills and to network with daytime individuals.

**If you could build a dream house anywhere in the world, where and why?** I haven't traveled enough of the world to make a solid decision. But I think of some place warm and green with trees — and the house is made to fit my height.

**What is your horoscope sign and does it fit you?** Pisces. Even though my brothers kept dunking me under while swimming as we were growing up, (I'm a bit scared of water now) my sign still fits me!

## Each One-Reach One Recruitment for Leadership Link

National Management Association is encouraging each member to recruit a new member. The time frame will be from July 1, 2003 through June 30, 2004. If you recruit a new member, your name will be entered into a quarterly drawing for gift certificates valued at not less than \$50.00 plus incentives and awards. After the quarterly drawing the remaining names will be discarded. New recruiter names for the next quarter will be entered into the new drawing. Drawings October 15, January 15, 2004, April 15 and July 15.

The top recruiters in each chapter will be entered into a drawing for a grand prize "Getaway Weekend" valued at over \$300.00. Each recruited member, who is still a member July 31, 2004 will have their name entered into a drawing for several prizes. The chapter in each area that recruits the greatest percentage of new members during this campaign will receive 1 free 2005 Leadership conference registration.

### REPRINTED CORRESPONDENCE

*Dear Larry Worth,  
Many thanks for the invitation to speak to the  
national management Association/Lincoln  
Chapter members today. I enjoyed the opportunity  
to speak to your members and to meet many of them.  
It was very thoughtful of your organization to  
present me with the gift of the desk clock. I promise  
I will use it in my office!  
With best regards,  
John A. Gale  
Secretary of State  
State of Nebraska*

### Certificate of Merit

Presented to

Lori Cook

for

Perfect Attendance

at board meetings scheduled in 2002/03

A true role model of leadership  
and dedication!

WTG

## Problems & Solutions

by Georgia Glass, Personnel Director

*Editor's Note: This column is real. The names have been changed to protect the innocent as well as the guilty. Questions submitted to the newsletter editor and personnel director for review and publication are based on real-life situations in the work place. Send your question to dmullins@ci.lincoln.ne.us for a response in the next newsletter.*

Dear Georgia:

*I understand that even though the smoking policy set forth prohibits smoking in government buildings and surrounding areas outside those buildings, it seems there is still inconsistency about "how" smoke breaks can be taken between departments as set forth by its managers/heads. Some departments require employees to use their 15 minute breaks only for a smoke while other departments allow "frequent and fast" mini-breaks for short puffs at the smoker's convenience. Some nonsmoking employees complain that frequent smoke breaks are unfair in the workplace because nonsmokers are not allowed the same short breaks during the day and the workload may be unbalanced or inadvertently imposed upon by the employee's absence. What exactly is the policy on how smoke breaks are taken and who enforces those policies?*

Manager, Up In Smoke

Dear Manager:

I do not believe that there is a clear and consistent City policy on smoke breaks or, in fact, breaks of any kind. Each department handles this according to the policies and procedures set out by the Department Director. Since City and County offices/work sites are located all across the City and County, it would be virtually impossible to have one policy that fits all these different circumstances. Policies need to be enforced by the supervisors at the different locations.

Is there opportunity for abuse? Absolutely!

I am not in favor of smokers having more opportunity for breaks than nonsmoker, but I think that we all take "mini-breaks" throughout the day. We stop and chat on the way to the bathroom. We stop by someone's desk to tell a story or review weekend activities. We slip in a personal phone call or personal e-mail. We pause to glance through the newspaper on the counter, etc. I believe that it really comes down to the individual integrity of all employees to do their job, not take advantage of the system, do the best job they can and make sure they are following the rules and not spend their time wondering what their coworkers are up to. If you have a clear conscience that you are doing the right thing then that is all that matters.

## National Management Week Gets Gov's Attention

Observed last June, National Management Week was well attended by members of the state and local chapters of the National Management Association.

Gov. Mike Johanns presided over the

ceremony of reading of the Proclamation, declaring and recognizing the many contributions made to the economic community on behalf of business managers and leaders throughout the community.

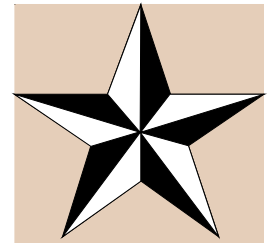


Photo Contributed

**Governor Johanns signs two Proclamations** declaring Certified Managers Day, June 5, 2003, and National Management Week, June 1st through June 7th, 2003. Available for the signing were (l to r) Jana Nunemaker, Steve Owen, Dave Svik, Vicki Wohlers, Governor Mike Johanns, Charlene Gondring, Bev Nelson, Bruce Hunzeker and Jan Lehmkuhl.

### THE PROCLAMATION READING

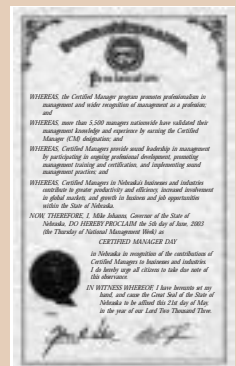
WHEREAS, the Certified Manager program promotes professionalism in management and wider recognition of management as a profession; and

WHEREAS, more than 5,500 managers nationwide have validated their management knowledge and experience by earning the Certified Manager (CM) designation; and

WHEREAS, Certified Managers provide sound leadership in management by participating in ongoing professional development, promoting management training and certification, and implementing sound management practices; and

WHEREAS, Certified Managers in Nebraska's businesses and industries contribute to greater productivity and efficiency, increased involvement in global markets, and growth in business and job opportunities within the State of Nebraska.

NOW, THEREFORE, I, Mike Johanns, Governor of the State of Nebraska, DO HEREBY PROCLAIM the 5th day of June, 2003 (the Thursday of National Management Week) as CERTIFIED MANAGER DAY in Nebraska in recognition of the contributions of Certified Managers to businesses and industries. I do hereby urge all citizens to take due note of this observance.





N. M. A.

## CODE OF ETHICS

- I will recognize that all individuals inherently desire to practice their occupations to the best of their ability
- I will assume that all individuals want to do their best.
- I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.
- I will be guided in all my activities by truth, accuracy, fair dealing and good taste.
- I will keep informed on the latest developments in techniques, equipment, and processes.
- I will recommend or initiate methods to increase productivity and efficiency.
- I will support efforts to strengthen the management professional through training and education.
- I will help my associates reach personal and professional fulfillment.
- I will earn and carefully guard my reputation for good moral character and good citizenship.
- I will promote the principles of our American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.

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Leadership Link News

## The President's Letter

By Cindy Lukan

Hello everybody. I hope that you are enjoying the summer. Those of you with children, please take care with those first few days going back to school. It's been a busy summer for me with family events, workshops and conferences.

I recently attended a workshop on written communication skills. It was quite interesting. I found that I include too many needless words - according to the McGraw Hill course "Communication...the write stuff."

Written communication is one of the things we all take for granted. Most people do reports, send memos, send e-mails and write letters without giving it a second thought as to whether or not the person on the other end will be able to understand our message. The first exercise we had to do was to write a set of instructions for Martians (who had landed in the backyard) to make a peanut butter and jelly sandwich with the understanding that they didn't know what bread was - let alone a slice. It was a very detailed list of everything that had to be done. It's true, we don't normally have to go into that much detail for somebody that we know, but it gives us thought that maybe we need to think about the various types of communications we send to various individuals.

E-mail has been around for awhile, but it's still a relatively new type of business communication. I learned that every e-mail needs to be treated as a public, permanent document; an e-mail is NOT private - no matter what some of us might wish! In fact, e-mail has the same weight as a letter or memo sent on company letterhead. Some companies set policies for the daily (business) use of e-mails and in such delicate topics as reprimands and appraisals. E-mail use is here to stay and "netiquette" is part of the future.

I spent four hours with 15 people in a workshop about communication. I learned many things. Not only did I come away with education about written communication skills, but also the feeling of time well spent.

And oh yes, I'm enjoying my summer too!

Address  
Label

Phone your  
**HOT tips in  
today!**

Leadership Link  
seeks your ideas  
for future  
programs and  
speakers, call  
441-7474 with  
your HOT tip.

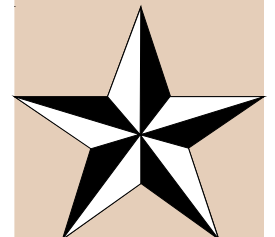
### Ticket, Please

It appears some restaurants have increased the cost of food. Thus breakfast and lunch may cost more than in the past. Some facilities now require a guaranteed minimum of 25 guests, regardless of the number of attendees.

## N. M. A. STATEMENT OF PRINCIPLES

*NMA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify NMA's core beliefs and provide the basis for the Association's Mission Statement.*

- We believe in the highest standards of personal and organizational integrity and respect for the individual.
- We believe in lifelong learning, continuous improvement, and the development of a workforce capable of sustaining a competitive posture in the global economy.
- We believe management is a creative, dynamic, and essential process enabling people to achieve personal and organizational objectives.
- We believe that managerial responsibility is shared among all individuals at all levels of the organization and that leadership is critical to management success.
- We believe that individuals and organizations have a community and civic responsibility.



# Community Service Projects, Strength of Membership and Organization

By Donna Barrett,  
Community Services

A big round of applause to our members for their participation in volunteering a helping hand to the charity of their choice.

I would like to highlight some of the community events and civic activities our members have been involved with over the year.

Several Leadership Link members assisted with the Lincoln Food Bank drive in July and assisted in collecting food and money.

Leadership Link member Suzy Campbell is the Director of the Senior Companion Program for Aging Services. Suzy is also an Adventures in Mentoring (AIM) mentor and a volunteer for "Ashland Kids Only." With Suzie's mentoring assistance, 13-year-old Kathy Clatt wrote for a grant through the *Youth as Resource in Rural Southeast Nebraska* seeking money for toys and games for the Kids Only Respite Care. This program is temporary, short-term care that is held on the third Friday of each month at alternating churches.

Suzy is also well on her way to reaching her personal goal of collecting \$500.00 in donations for the upcoming Alzheimer's Memory Walk. Good luck to your Senior Companions team Suzy!

Leadership Link member Dena Zimmer is involved with the Coalition for Pet Control. Dena is involved in three to four events a year regarding fund-raising, pet care and adoption.

During our recent board meeting, it was suggested that Leadership Link form a team for the **Alzheimer's Memory Walk**. As team captain, I am setting our goal at \$1,000. Please contact me if you want to join our team for the walk on **Sunday, September 14<sup>th</sup> at Antelope Park** and I will send you a contribution form. If you prefer to make a donation to the Leadership Link team, please make your check payable to the Alzheimer's Association and give it to a board member or send it to my office. Donations for the Memory Walk will be used to support a wide range of Alzheimer-related programs for thousands of local families and

caregivers affected by the Alzheimer's disease. Lets team-up against Alzheimer's and see if we can reach our goal of \$1,000!

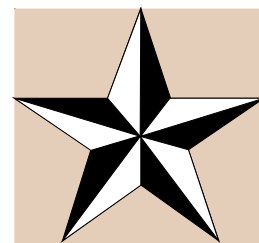
**Safe Quarters** is a new fund-raising event at Friendship Home. Two community volunteers, Marcia Roth and Cyn Fitchett, along with a committee of amazing women, have made it their mission to recruit 1,500 volunteers to canvass the entire city, collecting change to "make change" for battered women and their children. The goal is to collect \$225,000 or four quarters from every Lincoln resident.

I have volunteered as a team leader for the Safe Quarters Friendship Home Event. My team name is simple, "Leadership Link." We will be walking in the neighborhoods located around 31<sup>st</sup> and Old Cheney St. area to help collect quarters. We need your help - please call me! Many media sponsors are generously donating their time and ad space to let everyone know we are coming! Sponsors are KOLN/ KGIN, KLKN, Time Warner Cable, Lincoln Journal Star, Bailey Lauerma and KFOR/ KFRX. This is a HUGE event. If you are also a

team leader, please let me know how successful you are!

As the chair of Community Services, I am responsible to collect volunteer information. Please let me know if you are involved with any type of community events or sponsoring activities for such organizations as Girl Scouts/Boy Scouts, medical functions, presenting at schools, assisting with local girls/guys clubs, being a resource for youth career opportunities, conducting field trips/tours, assisting with Special Olympics, providing job interview training, or Junior Achievement Bowl-A-Thon. If you're not sure whether the volunteer work qualifies, call me and I'll check it out. There are so many events and activities that Leadership Link members will be involved in over the next 11 months. Let's get them in our monthly reports to National!

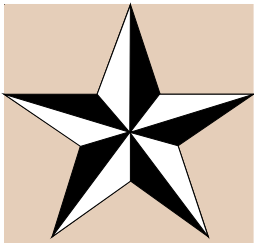
Remember, contact Donna, 441-6157 or 421-1219, for information on the Memory Walk and Safe Quarters and don't just talk the talk, but do the walk!



## ***Service Projects***

*Thank you members for your helping hand toward others during Leadership Link's FY 2002/2003 year!*

- **Alzheimer's Memory Walk**
- **Breast Cancer Awareness Walk**
- **Assist. Den Leader for Cub Scouts**
- **Big Brothers/Big Sisters Bowl-A-Thon**
- **Keep Lincoln Clean Day**
- **Band Practice Coordinator Volunteer**
- **Star City Holiday Parade Volunteer**
- **Volunteer Caregivers**
- **Red Cross Volunteer**
- **Goodwill Donations**
- **DAV donations**
- **Community Blood Bank donations**
- **City Mission volunteer, feeding the hungry over the Thanksgiving and Holiday Seasons.**



## READY FOR A BREAK NOW?

Check out the  
National  
Management  
Association's  
Breaktime  
Newsletter at:

[http://nma1.org/  
breaktime/  
2003-08/  
2003august.htm](http://nma1.org/breaktime/2003-08/2003august.htm)

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your questions or  
comments to Diane  
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441-7717, or email  
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**Leadership Link News**

# Beat Interview Brainteasers and Beat Your Competition

How many quarters -- placed one on top of the other -- would it take to reach the top of the Empire State Building?

When Jeremy Solomon was asked this in an interview, he didn't have a clue as to what would be the correct answer. Nonetheless, he remained calm.

First, he asked the interviewer exactly what she meant by "placed on top of the other." After she said on their sides, Solomon began to explain his logic step-by-step to the interviewer. He estimated that a quarter is about an inch in diameter and guessed that there are 120 floors in the Empire State Building, with each floor being 10 feet tall. Then he did the appropriate math. Did Solomon give the right answer? Not quite -- the building only has 102 floors, and they aren't 10 feet tall.

Did he nail the question? Absolutely.

**Divulge Your Thought Process:** "Really, what interviewers are looking for is how somebody thinks through the problem," explains Jean Eisel, director of the Career Management Center at Duke's Fuqua School of Business. "Whether somebody gets the answer or not, it's more looking at how job candidates think through the problem. Don't try to get the answer. Focus on how you're going to divide the problem up. You don't necessarily have enough information to give the answer. They're really looking at how people process information."

The brainteaser is a type of interview question that's recently been popping up more and more. The use of these puzzling questions (How many times do a clock's hands overlap in a day? How would you weigh a plane without scales?) is originally attributed to Microsoft and made it's way into many technology companies' interviews. These types of questions have since been adopted by other industries, like business consulting, investment banking, law, marketing and finance.

There's even a book about this phenomenon, William Poundstone's *How Would You Move Mount Fuji?* The author offers similar advice to Eisel's: "They really expect you to walk them through your whole way of reasoning. And even if you end up not getting the right answer, they can be very impressed by some of the approaches you toss out there. In solving any real-world problem in business, you basically have to go through this process of brainstorming some ideas that aren't going to work out.

So if you can show that you can do that -- even with one of these mind-bending problems -- that gives them a lot of useful information, even if you don't actually come up with the answer."

**Talk It Out:** Joel Spolsky is founder of Fog Creek Software and used to work as a program manager at Microsoft. He's used brainteasers at both companies, primarily as conversation starters.

"The goal is to have an interesting conversation with the person and to try to see if they're smart through that conversation," Spolsky explains. "If you have an interesting conversation about certain types of topics with a person, you can determine if that person is the type of person you want to hire. The questions are almost a pretext to having that conversation. If you have a conversation with somebody about the Back Street Boys, you're not going to learn how smart the person is."

The truth is, a smart interviewer won't particularly care if you know how many piano tuners there are in the world or why manhole covers are round instead of square.

What interviewers will care about is how you approach, analyze and break down the problem.

## A Time To March

By Colleen Floth, past president

The Lincoln Commission on Human Rights invites all the people of Lincoln to remember the 40th anniversary of the March On Washington, knowing that this march for jobs and freedom was America at its best. Let us regain our sense of passion for what is right and just.

"I Have a Dream....."

August 28, 2003

Nebraska Union – Union Square

11:30 am – 1:00 pm

Video: "I Have A Dream Speech"

Panel Discussion – Moderator: Larry Williams,  
Executive Director, Human Rights Commission

Panelists: Mrs. Leola Bullocks, Mrs. Lela Shanks,  
Mr. Dan Williams and Ms. Linda Crump.

